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BETH WHITEHOUSE. STAFF WRITER. **Newsday (Combined editions)**. Long Island, N.Y.: Mar 21, 1999. p. G.14

Full text

Abstract

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From wire reports. **The Oregonian**. Portland, Or.: Jan 5, 1999. p. D.02

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JOE KILSHEIMER. *York Daily Record*. York, Pa.: Aug 4, 1997. p. 06
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- ☐ 72. [PRODIGY, MICROSOFT ROLL OUT NEW FEATURES TWO CHALLENGERS TO GIANT AOL HOPE IMPROVED PROGRAMS WILL ENTICE SUBSCRIBERS TO SIGN ON TO THEIR SERVICES.](#)
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Brad Stone. Newsweek. New York: Jun 8, 1998. Vol. 131, Iss. 23; p. 72 (2 pages)
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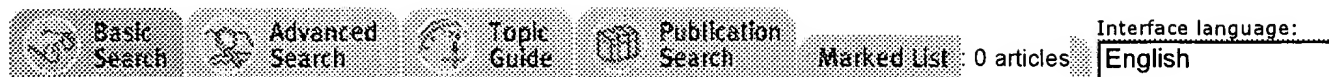
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THE CHRONICLE

of Higher Education

Carnegie mellon works to make computers invisible and pervasive

Florence Olsen. The Chronicle of Higher Education. Washington: Oct 13, 2000. Vol. 47, Iss. 7; pg. A65, 1 pgs

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Full Text (580 words)

Copyright Chronicle of Higher Education Oct 13, 2000

CARNEGIE MELLON University's wireless network does more than just permit students to check their e-mail wherever they happen to be, It also lets small groups of robots roam the campus, and allows a class of computer-science students to run a program they wrote called "The Stalker"-all in the name of research, of course.

Daniel P. Siewiorek, a professor of computer science and electrical and computer engineering at **Carnegie Mellon**, is one researcher who takes advantage of the wireless network. He is interested in technologies for creating "invisible halos" of computing and information services that would follow every student and faculty member around the campus, regardless of his or her location. With wireless technology, he wants to create hands-free, attention-free computing.

Mr. Siewiorek, who believes that computers have become too much of a distraction, says that future computers and networks will be "invisible and pervasive." People and computers will interact through proxies, or "auras." The university's Aura Project is financed by the Defense Department.

"I get 75 to 100 e-mail messages a day," Mr. Siewiorek says. But, like other professors, he has trouble finding time to respond to email, send and retrieve files, and carry out all of the other humancomputer interactions that are required of him. The aura would permit him to use voice commands to sort e-mail or to request, for instance, that information be displayed on a wall-size video screen.

The campus network that provides untethered communications for the ubiquitous-computing project has also inspired Mr. Siewiorek's computer-science students to create a people-locator service that they dubbed "The Stalker."

By sending queries to the wireless network's management software, the program can locate students—those who have a wireless handheld device or laptop turned on—by determining their proximity to any one of the wireless access points on campus. The service can help track down someone who is late for a meeting, for instance, and it can even be used to send the person an **instant message**. But the program, which is being tested by a class of computer-science students, also raises privacy questions that would have to be answered before the university could offer a similar service to the entire campus, Mr. Siewiorek says.

By using the campus wireless infrastructure rather than building their own for each research project, scientists in Carnegie Mellon's Robotics Institute say they save research time and dollars. "It's absolutely a multiplier in my work," says Tucker Batch, associate director of the institute's MultiRobot Lab.

Mr. Batch and his graduate students work with wireless robot systems, which they program to accomplish tasks as if the robots shared a single brain. Two ant colonies, kept under constant videocamera surveillance in the robotics lab, serve as a source of inspiration and instruction for Mr. Batch's students, who are learning how to program "multi-agent" systems by observing and analyzing the behavior of ants.

Just for fun, the robots compete as a team in soccer matches against multi-agent robots developed at other universities, he says. But the real purpose of the research, Mr. Batch says, is to lay the groundwork for activities such as the robot colonization of Mars.

"With computers and wireless technology, it turns out there are lots of things that robots can do that humans don't have a chance of doing—for instance, communicating brain-to-brain at 11 megabits per second," says Mr. Batch. Indeed, any time one robot sees an object, all the robots in the multiagent system can see the same thing. "I call it mind meld," he says.

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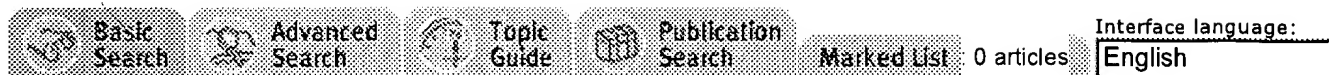
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The ultimate tool for one-to-one marketing: by 2003, half the country may have Internet-enabled wireless phones

McCann, Julie. Marketing Magazine. Toronto: Apr 24, 2000. Vol. 105, Iss. 16; pg. MD8

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Subjects: [Personal communications systems](#), [Wireless internet technologies](#), [Wireless advertising](#)
 Classification Codes [9172 Canada](#)
 Author(s): [McCann, Julie](#)
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Abstract (Article Summary)

"There's so much cool stuff," he says, laughing, referring to the seemingly boundless applications now being developed for wireless handsets. Montreal-based Microcell Solutions -- like competitors such as [Bell Mobility](#) of Montreal, Rogers AT&T Wireless of Toronto, Clearnet Inc. of Pickering, Ont. and [Telus](#) Mobility of Burnaby, B.C. -- is into heavy testing with browser-enabled phones right now.

Full Text (1222 words)

Copyright Rogers Publishing Limited Apr 24, 2000


When Microcell's vice-president of marketing Sean Dalton was stuck at an airport in Chicago for three hours recently, it suddenly hit him: "I bet there's somebody else that's stuck here that I know." He then imagined the day that his wireless Fido phone would send him an **instant message** whenever someone he knew walked into the same cell location he was in.


"There's so much cool stuff," he says, laughing, referring to the seemingly boundless applications now being developed for wireless handsets. Montreal-based Microcell Solutions -- like competitors such as [Bell Mobility](#) of Montreal, Rogers AT&T Wireless of Toronto, Clearnet Inc. of Pickering, Ont. and [Telus](#) Mobility of Burnaby, B.C. -- is into heavy testing with browser-enabled phones right now. And while Microcell can't boast that its Fido phones have the widest range of wireless applications, the company does have a partnership with the [National Bank of Canada](#) to provide handset banking options, and also has a letter of intent with the [Royal Bank of Canada](#). Microcell has some lofty goals for these projects: "We want to become the trusted adviser for the consumer," says Dalton.

This role as an "adviser" is one that all the phone service providers and their partners aim to play as their converged wireless services become fully operational. Internet-equipped handsets are owned by individual users and trackable on the service provider's system. And that means these little high-tech phones hold enormous promise: the potential to become the one-to-one marketing vehicle of the future. Because a wireless device is generally used by only one person and because, ideally, that person will need to share a bit about themselves in order to benefit from data tailored to them, it really could be a dream relationship.

It would work like this. Using information that a client would offer to the service provider -- most likely through their Internet portal -- and the company's ability to **locate** the user on their tracking system, they could then pass along suitable e-coupons, news alerts and location-specific tidbits.



So if you've let it be known that you're a gardening nut who'd appreciate hearing about sales at Gardening World, a message might pop up on your phone when you're within a two-kilometre range of the store. The Canadian Wireless Telecommunications Association in Ottawa says that one in four Canadians own a wireless phone today, and International Data Corporation in Toronto projects that half the population will own one by 2003 (by then, almost 100% of the devices will be Internet-enabled). And among them, potentially, are a lot of gardeners.

 **Bell Mobility**, which was the first out of the Internet-access gate last May, now has more than 30 applications, including Web browsing through Yahoo! Canada. It is now conducting locator tests internally with NeoPoint phones that allow users to ask questions like, "Where is the nearest ATM?" and then receive the coordinates for the six closest machines,

Kelly Dixon, director of wireless Internet development at  **Bell Mobility** in Toronto, explains that the company's location-based strategy is a huge priority because of the potential it has for both users and marketers. "Between the network and the handset, we know where the customer is and they can get much more personalized information easier," she says.


Aside from the added value of personalized information, because the customer will have to choose what they'll want to be informed about, they'll actually want the stuff they'll get. So if a text message pops up on a customer's phone about a store or a service that they've said they would be interested in, it's only really there because they have requested it.


"This isn't really the same as advertising on television," says Robert MacKenzie, VP of product management at Rogers AT&T Wireless. "It's really giving you information that you have pre-selected or have an interest in."

Rogers AT&T won't offer Web browsing until at least the summer. But in March it announced a partnership with Excite Canada of Toronto, a high-speed Net portal company that's about to be renamed Excite@Canada in a new partnership between  **Rogers Communications Inc.** of Toronto and  **Shaw Communications Inc.** of Calgary. AT&T now offers content including horoscopes, banking, stock alerts and weather reports on its handsets.

Of course, central to any discussion about any of this is the potentially bizarre, Big Brother-esque nature of it all. Consumers would literally be tracked, and their service provider could potentially know a lot about their habits.

Paul Mitchell, a network analyst at CDS in Toronto, is a Fido user and a minor skeptic about these upcoming services. On the one hand, he says, it would be a bit "freaky" to be sitting in a park that's within a certain range of a store and have them call out to him with a sale. But then he sees some benefits. "When I go to Loblaws, the first thing I grab is the ad to see what's on special." He would welcome a more effective method of learning what's of interest to him.

Mitchell isn't the only one wrestling with these issues. Sara Ross, Internet marketing manager at HMV Canada in Toronto, which offers some services bundled with  **Bell Mobility**, admits that "it's scary from a consumer's standpoint." However, since any relationship HMV would have with customers would be permission-based, the company can also offer a real service. "If they sign up, we can message them on their handset. If they're a jazz buyer, then here are some jazz updates," she says. While users can't yet order from HMV directly on their phones, they can check out a top 10 list and get store information, among other data.

Doug McCuaig, senior VP at  **Ernst & Young** in Toronto, also warns that consumers don't want to be interrupted. "If they're trying to make a phone call and their phone keeps beeping to tell them to turn right and go into the Gap, it

would be kind of annoying," he says. "I think consumers are going to say who they want to be able to know where they are and what they're doing, and have to trust that they'll use that information to provide value to them."

And overall, there will have to be some traffic lights put into place. Christopher Whittier, manager of business development at Results International in Markham, Ont., has two cellphones and a fully equipped mobile wireless office in his car. He would gladly take advantage of a fully operational wireless handset as both a customer and a marketer (Results already does a lot of Internet marketing). To avoid information overload, he says, there will need to be a limit to how many "helpful" messages an individual could be sent. There will have to be a safeguard that would allow a marketer to ask, "How many marketing e-mails has this person received?" Whittier says. Then they can hold off sending their message until later so a consumer's handset isn't bursting with marketing information.

Regardless, while society as a whole will go through a learning curve, the safety features that will be built right into the system should keep all parties involved secure. "If the marketer decides to abuse the information they have," Whittier says, "that can be tracked over the Internet as well." Communication, even in the future and even on the newest, hottest wireless handset, does go both ways.

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More Like This [» Show Options for finding similar articles](#)**Abstract** (Article Summary)

In this article, what instantme is, how it can help you stay in touch with anyone connected to the Internet, where to get it, how to install it on a workstation, and how to use it are examined.

Full Text (2245 words)*Copyright ZD Journals Jul 2000*

You have an urgent question for your boss. Or, maybe you need to reach an important client for information to solve a critical problem for them. You call, but there's no answer. You send an email, but you don't hear back for a day. Or, a customer tries to reach you urgently and runs into the same problems. Does this sound familiar? Enter instantme, Novell's messaging software that enables you to communicate in real time with anyone connected to the Internet, eliminating the delays you encounter when using the telephone or email to communicate.

In this article, we'll look at what instantme is, how it can help you stay in touch with anyone connected to the Internet, where to get it, how to install it on a workstation, and how to use it. Are you ready? Let's look at the fastest communication method available today.

Overview

The instantme software product was co-developed by Novell and AOL, and is based on instant messaging. Instant messaging enables you to send real-time messages to another Internet user's screen, whether that screen

is on a computer, cell phone, or other hand-held device. Real time or instant messaging means that the instant you send a message to a recipient, it appears on the recipients screen. Talk about speed.

Like email, instant messaging uses the Internet to transmit messages, but unlike email, the communication between two people occurs in real time. Instant messaging eliminates the time you often lose waiting for a response from a recipient. This can translate into great cost savings to you and your company. Using instant messaging, you'll also be able to greatly improve your customer service levels, both internally and externally.

Take note that instantme is integrated with NDS eDirectory and Novell's digitalme technology (we'll briefly discuss digitalme technology later in this article). Because of this integration, users can access their information—including user ID, password, and list of contacts—from any computer or other Internet-connected devices anywhere.

Features

In addition to being able to send messages to other Internet users instantly, you can also use instantme to send and receive files, scan files you receive for viruses, and participate in group chats. Further, instantme lets you see which users are online and whether they're available. In the future, the ability to encrypt instant messages, as well as video and audio conferencing capabilities, will be added to instantme.

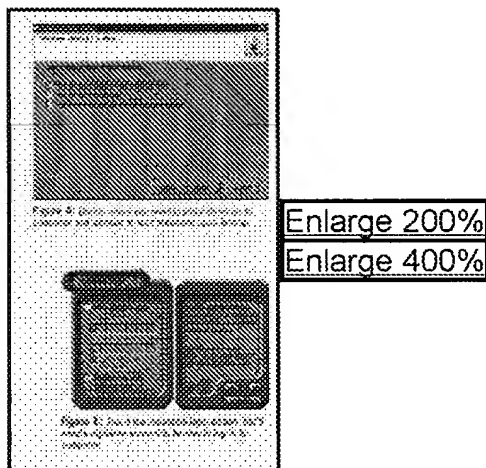


Figure A: Figure B:

Where to get it, what it costs, and system requirements

Fortunately, instantme for Windows 95/98 and NT/2000 is a free product, available for download from Novell's Web site. Just go to www.novell.com/products/instantme, click on the Download instantme link, and follow the prompts. The download file is approximately 4 MB in size. The file current at this writing is instantme-1021.exe. The minimum system requirements are as follows:

- * Windows 95 (with Service Pack 1 or Winsock 2.0), Windows 98, Windows NT 4.0, or Windows 2000
- * 12 MB free disk space for the installation and 8 MB to run instantme
- * Microsoft MFC 6.0 (or later)

Installing instantme on a workstation

Once you've downloaded instantme-1021.exe to a client workstation, run it from the directory to which you saved the file. In the Welcome screen, click Next, and then click Yes to accept the license agreement. Now, on the Choose Destination Location page, verify that the destination directory is C:\Program Files\Novell\instantme, or change it to suit your needs. When you've finished, click Next.

In the Windows Shortcut Locations screen, shown in Figure A, select the places where you want to place a shortcut to instantme. You can choose to place a shortcut into a program folder on the Start menu, and place an icon on the desktop. You can also choose to have instantme start automatically when the user boots the computer. When you've finished making your selection, click Next.

If you didn't choose to place a shortcut in a program folder, files are now copied to the destination directory. If you did choose to place a shortcut in a program folder, select or specify the folder in the Select Program Folder screen that appears and click Next. Files are now copied to the workstation. When the files are done copying, the Setup Complete window appears. Now, click Finish to complete the installation.

Running and using instantme

Once the installation of instantme has finished, start the program by using one of the shortcuts you chose to create during installation. If an AOL Instant Messenger (AIM) account already exists on the workstation, you're prompted whether you want to change the file association for .bit files. The instantme program uses the .bit file extension for its import/export files. For the purpose of this article, click Yes. Next, you're prompted by the instantme log in screen shown in Figure B. Because instantme is integrated with digitalme, you'll have to either enter your digitalme ID or register with digitalme at this point to create a digitalme ID.

Let's take a quick look at digitalme, Novell's Web-based identity management application. You can use it to create a digitalme account through which you can store and manage your personal data, or digital identity, on the Internet. For example, you can use the information stored in your digitalme account to quickly fill out forms on Web sites that ask you to provide personal data about yourself. This can come in handy, for example, when you're making an online purchase.

You'll find that instantme can use digitalme for account access so that you can use your personal settings (such as your buddy list—more on buddy lists later) from any computer or device anywhere. Alternatively, your account and preferences information can be stored in NDS or on the local machine. For the purpose of this article, we'll use digitalme as the repository for instantme information.

Creating a digitalme account

To get started creating a digitalme account, verify that Register Me With Digitalme Now is selected and click the button with the right-facing double arrows (we'll call this the Next button from now on). Next, in the Signup Information window, enter your first name, last name, and email address. Then, click Next. You'll have to wait for a moment while digitalme searches for available IDs. Once it has found available IDs (based on the information you entered), the digitalme ID window presents you with several choices of available IDs. You can choose an ID from the dropdown list, or you can type a different ID. Figure C shows a sample digitalme ID window. For this article, we'll assume that you're choosing one of the available IDs digitalme found for you.

Next, the digitalme signup window appears. You'll need to enter a password for your account, and then re-enter the password for verification. You'll also have to enter a question with its corresponding answer. This question and answer are used for digitalme to send you a new password in case you ever forget it. When you've finished entering information, click Next to continue. You're now registered with and logged into digitalme.

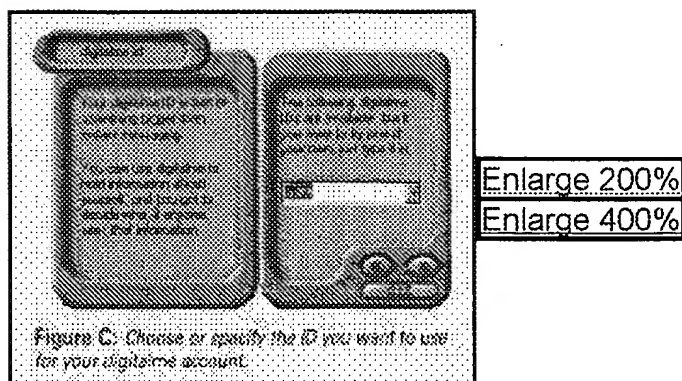


Figure C:

Creating an AIM account

Next, you'll see the AOL Instant Messenger (AIM) login window. If you already have an AIM account, select I'm Already An AIM User (your AIM account, buddy list, and personal settings will be automatically transferred to your instantme account). Otherwise, select Register Me With AIM Now. For this example, we'll assume that you don't yet have an AIM account. Click the Next button to continue.

In the signup information window, enter your first name, last name, and email address, and then click on the Next button. In the AIM signup window, enter an AIM screen name. This name must be unique. Click on the Next button to continue. Now, in the AIM password window, enter a password for your screen name, enter it again for verification, and click Next. Note that digitalme will store your AIM screen name and password in its database.

If the screen name you chose is already taken, use the Back button (the button with two left-facing arrows) to return to the AIM signup window and enter a new screen name. Then, click the Next button twice.

You'll now see the Your Personality window. Select the meCard you want to associate with the AIM screen name you created. The meCard stores your personal (or business) information. For the purpose of this article, we'll select Work from the dropdown list. Click the Next button to continue. In the Welcome dialog box, click Cancel. You've completed the account creation process and are now ready to use instantme.

Using instantme

To begin, you may need to switch over to the instantme (im) window (it may not currently be the active window). You'll use the window shown in Figure D to initiate sending instant messages to your co-workers and business associates, as well as perform other instant messaging related functions.

Basic functions of the im window

Before we examine the im window, let's look at what buddies are. A buddy is another im, AIM, or Lotus Sametime user that you've added to what's called your Buddy List. Once you've added people to your Buddy List, you can see information about their online status, and, if online, send instant messages to them.

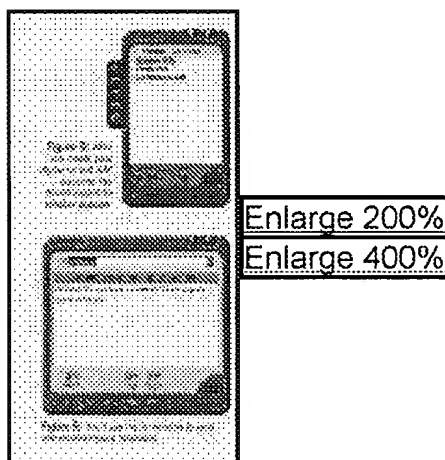


Figure D: Figure E:

By default, the im window shows you information regarding the online status of buddies you've added to one of the groups in your Buddy List. Default groups include Buddies, Family, and Co-Workers. You can also use the im window to edit your Buddy List (add new buddies and groups) and perform several other functions accessible via various buttons.

Viewing online information

Under the heading Online, you'll see how many of your buddies are currently online. For example, if you've added 12 buddies to the group Buddies, and four of them are online, the list Buddies will show 4/12. The screen names of your buddies that are currently online will display as well under the group name Buddies.

If you move your mouse pointer over any screen name, you can see how long the person has been online and what his status is (active or idle). If the status is idle, you'll also see how long he's been idle. Note, however, that users can change their preferences to forbid others to see their idle time.

Adding a buddy

To manually add a buddy to your list, click on List Setup. Right-click on the group to which you want to add your buddy, and choose Add Buddy. Then, type the screen name of the person you want to add. This is useful if another user has given you her screen name.

If you don't know a friend's screen name and want to search for her, click Online, and then click on the magnifying icon towards the bottom of the im window. Now, choose Find A Buddy from the menu that displays. You can search for buddies by email address, name and address, and common interest. Just follow the prompts. Once you've found a buddy, you'll have the opportunity to add her to your list.


Sending an instant message

To send an **instant message** to one of the people in your buddy list, start by double-clicking on the name of any buddy who's currently online. Alternatively, you can select a screen name in the list and click on the **Send Instant Message** icon on the bottom left of the im window. You'll see the **instant message** window pop up, as shown in Figure E. The To field displays the name of the buddy to whom you want to send a message. You can also manually type a name into the To field (for example, to write a message to a person not yet in your Buddy List).


Now, type text into the text portion of the window and when you've finished, click Send. Your buddy receives the message instantaneously. Note that you can't send instant messages to people who aren't online. Once your buddy receives your message and sends an answer to you, the answer will display in your **instant message** window.







Other functions you can perform in the **instant message** window include sending and receiving files, saving and printing the conversation, inserting time stamps, retrieving information about your buddy (if they've filled out a profile), and adding the person to your buddy list.

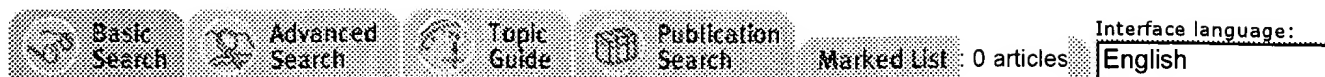
Additional functions

Additional functions you can perform in the main im window include signing on other people, setting a message that users will see if you're away from your computer, editing preferences, switching to a different screen name (if you have more than one), and getting help. All of these functions are available via the buttons on the left of the im window, as shown in Figure D. You can also invite other people to a chat by clicking on the Invite Friends To Chat icon (in a chat, multiple people can send instant messages in a chat room). Finally, you can access aol.com and mynovell.com through the AOL.COM and  Novell links in the im window.

Conclusion

 Novell's instantme is an instant messaging solution that enables you to send messages to your co-workers and clients in real time. This can improve your communication and customer service levels, and generate cost savings. In this article, we explained what instantme is, where to get it, and how to install it. We also took a brief look at how to use instantme to send messages and perform additional functions.

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Article 1

[Publisher information](#)☐ Mark Article[Abstract](#), [Full Text](#)**MALL VS. MOUSE; SHOPPING ON WEB CAN BE A BIT STICKY:[Broward Metro Edition]***BRYAN WURSTEN Internet Edition Producer. Sun Sentinel. Fort Lauderdale: Dec 19, 1998. pg. 1.D*[» Jump to full text](#)

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Abstract (Article Summary)

When I need movie times, I go to a Web site. When I'm looking for the latest news, I visit a Web site. And if I need to know about new cars, travel or anything else, I search for information on a Web site.

So when David Altaner suggested a shopping duel, I was sure the Web would be up to the challenge.

While David spent his morning fighting traffic, waiting in line and dealing with irritated salespeople, I imagined myself playing peek-a-boo with my daughter as I ordered gifts to come directly to my home. I thought it would be so simple.

Full Text (1364 words)

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Informational boxes at end of text.

I use the Web for everything. I mean, everything.

When I need movie times, I go to a Web site. When I'm looking for the latest news, I visit a Web site. And if I need to know about new cars, travel or anything else, I search for information on a Web site.

So when David Altaner suggested a shopping duel, I was sure the Web would be up to the challenge.

"I'll probably be done shopping before he even finds a parking spot," I bragged to my wife. And I meant it.

While David spent his morning fighting traffic, waiting in line and dealing with irritated salespeople, I imagined myself playing peek-a-boo with my daughter as I ordered gifts to come directly to my home. I thought it would be so simple.

Then I saw the list. It looked like David stacked it in his favor.

I knew the book, the compact disc and the cologne would be easy to find. There are plenty of sites that specialize in those items. And I wasn't too worried about the hand mixer or the video game. But the nail polish and the candle made me pause -- this may be harder than I thought.

"Do they even sell nail polish online?" I asked a co-worker.

"I'll be interested to hear what you find out," she replied doubtfully. And with that vote of confidence, I set out to do some online shopping. Let the challenge begin.

My first task was to set the mood. I switched on the Christmas tree lights, put the baby down for her nap and poured myself a large glass of eggnog. With carols playing softly, I logged on to [America Online](#). Ads popped up before my eyes. It wasn't hard to find places to shop.

My first stop was [Yahoo](#). Like most search engines, [Yahoo](#) has an extensive list of online stores. It categorizes its listings by product, and within seconds I found a KitchenAid hand mixer at [Wal-Mart](#) for \$38.96. I followed the link.

"Orders placed after December 9 will not be guaranteed for Holiday delivery," it proclaimed at the top of the page.

"Well, that's no good," I thought. Nobody does their holiday shopping that early. Then I read the fine print. For just \$8 more, I could ship the mixer by priority mail.

Bingo. I'd already made my first purchase, and it only took six minutes.

My purchases of the Tommy cologne, the [NHL](#) 99 video game and the Alanis Morissette compact disc were equally simple. I even did some comparison shopping and found it was the same price pretty much everywhere.

Enter my address. Enter my credit card number, and after only 50 minutes of shopping, I had four of the 10 items. Viva the Internet.

My fifth product was Tom Wolfe's new book, *A Man in Full*. The Internet has tons of sites that sell books, so I was determined to find the lowest price. In just a few minutes, I checked four stores -- a tedious feat except on the Web.

The prices varied widely. The Internet's most famous bookstore, [Amazon.com](#), sold it for \$20.27. [Barnes and Noble](#) featured it for \$17.37 and [Wal-Mart](#) had it for \$15.92.

And then I saw it at [Buybooks.com](#) for \$14.48. Confident that this was the best price, I started ordering the book. Then I discovered one of the problems with online shopping.

Since every site calculates shipping differently, there's no way to tell how much you're actually going to pay for the product until you start the order. Frustrated, I went back to each bookstore and searched their help pages to figure out how much the shipping was going to cost. So much for the ease of comparison-shopping. I had spent 45 minutes looking for the best price.

Everything went downhill from there.

For some reason, Levi's official Web site doesn't sell 501 jeans. When I used a search engine to look for 501s from a retailer, most of the sites that advertised cheap jeans looked suspiciously unprofessional.

"There's no way I'm going to give away my credit card number to a site that looks like it's built by a high school student," I thought, remember all the warnings I've heard about online scams. I finally found the jeans in the correct color and size from Designer Direct.

Nearly an hour searching for jeans that I can find in any department store. So much for online shopping.

I spent the next few hours looking for the last four items on my list. No luck. I searched everywhere, but I couldn't find a single store that sold Claire Burke candles, [Chanel](#) nail polish or Sports Barbie.

About the time I was ready to quit, my brother-in-law sent me an **Instant Message** from Utah. When I told him what I was doing, he offered to help. Sure that he would fail, I accepted. Within minutes, he found a site that sold Claire Burke candles.

Excited, I followed the link. Sure enough, Little Dipper Candle Shop in Ann Arbor, Mich., sold Claire Burke candles in the right size. Unfortunately, they only advertised the original scent. The holiday scent wasn't available.

That was the last straw. Admitting defeat, I logged off [AOL](#) and shut down the computer.

By Wednesday afternoon, only two of my items -- the book and the video game -- had arrived. If you go by my test, it's going to be dicey getting anything from the Web for Christmas if you order today.

A little more humbly, I now admit to all of South Florida that online shopping isn't all that it's cracked up to be. It's great for some products, like computer equipment and music, but it can be a frustrating experience for day-to-day items like clothes and perfume.

Still, it's a fast-growing industry, and I'm confident that it'll improve. I'll beat David next year. That's a challenge.

[Illustration]

PHOTOS 3; Caption: Staff photo/A. ENRIQUE VALENTIN (color) Bryan Wursten, a Sun- Sentinel Internet Edition producer, **shops online** at home with his wife, Becky, and their 13-month-old daughter, Stephanie. Author Tom Wolfe's A Man in Full. CD cover for Supposed Former Infatuation Junkie by Alanis Morissette. AT THE MALL Total cost: \$251.39 for 9 items Kitchen Aid hand mixer [Bed, Bath & Beyond](#) \$39.99, \$42.39 including tax. (used 20 percent off coupon) Tommy 3.4 ounce spray cologne [Burdines](#) \$38.70, \$41.02 including tax (took 10 percent off for applying for [Burdines](#) card) Levi's 501 dark blue, 33 waist, 30 leg Penney's \$31.99, \$33.90 including tax. Sports Barbie, running gear Not found Claire Burke, 10- or 11-inch candles, holiday scent Penney's \$22.50, \$23.85 including tax. [Chanel](#) nail polish, "Vamp" color [Burdines](#) \$13.95, \$14.78 including tax. (Includes 10 percent [Burdines](#) card application discount) A Man in Full, book by Tom Wolfe [Best Buy](#) \$15.91, \$16.86 including tax. Alanis Morissette CD, Supposed Former Infatuation Junkie [Best Buy](#) \$12.99, \$13.77 including tax Women's sweater set, grey, medium [Burdines](#) \$21.16, \$22.43 including tax. (includes 10 percent discount) [NHL](#) 99 video game for Playstation Toys R Us \$39.99, \$42.39 including tax. Total time: 2:35 from the parking lot, includes moving the car three times to go to different stores. Estimated 40 minutes of drive time for total of 3:15. — DAVID ALTANER ONLINE Total cost: \$215.77 for 6 items Kitchen Aid handmixer [www.wal-mart.com](#) \$38.96, with express shipping and tax \$49.78 Tommy 3.4 oz spray cologne, [www.fragrancecounter.com](#) \$42.00, with standard shipping \$44.95 Levi's 501, dark blue, 33 wide, 30 length [www.designerdirect.com](#) \$36.50, with standard shipping \$41.50 Sports Barbie, running gear Not found Claire Burke 10 or 11 inch candles, holiday scent Couldn't find the holiday scent Traditional scent is \$20 [Chanel](#) nail polish, "Vamp" color Not found A Man in Full, book by Tom Wolfe [www.buybooks.com](#) \$14.48, with standard shipping \$19.43 Alanis Morissette CD, Supposed Former Infatuation Junkie [www.amazon.com](#) \$12.58, with standard shipping \$15.53 Women's sweater set Quit looking out of frustration [NHL](#) 99, for Playstation [www.etoys.com](#) \$39.99, with standard shipping \$44.58 Total time: 2:40 to get the items I found. Then I searched another 2 hours without finding anything before quitting. Total time, 4:40. — BRYAN WURSTEN

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Article 1

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